

Deborah.Easterling

240563

From: Deborah.Easterling
Sent: Tuesday, November 27, 2012 10:31 AM
To: 'Elizabeth.Duda@rich.frb.org'
Subject: RE: Form Returned: Letter_of_Protest_Form_pub_0001.pdf

Dear Mr. Duda,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

From: Elizabeth.Duda@rich.frb.org [<mailto:Elizabeth.Duda@rich.frb.org>]
Sent: Monday, November 26, 2012 4:40 PM
To: PSC_Contact
Subject: Form Returned: Letter_of_Protest_Form_pub_0001.pdf

Letter of Protest in Docketed 2012-177-WS
Mr. Aaron M. Duda
1081 Palmyra Dr.
Tega Cay, SC 29708
a_m_duda@yahoo.com

NOV 27 2012

PSC SC
MAIL / DMS



* Required Fields

Letter of Protest
in Docket 2012 - 177 - WS

Print

Email

Date: * November 26, 2012

Protestant Information:

Name * Mr. Aaron M. Duda

Mailing Address * 1081 Palmyra Dr.

City, State Zip * Tega Cay, SC 29708 Phone * 2036134990

E-mail a_m_duda@yahoo.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

Customer of Tega Cay Water Service (Utilities, Inc.) since moving to Tega Cay, SC, in 2006.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I OPPOSE any proposed rate hike by TCWS due to terrible customer service that I, my family, and neighbors have experienced. We were appalled by the manhole gushing raw sewage over a Palmyra Drive cove into Lake Wylie on March 1, 2009 - especially since despite calls from at least three residents TCWS did not arrive for FIVE hours because they were addressing 5-10 similar calls in Tega Cay. We understand there have been multiple problems with the Gauguin Drive sewage lift station since its original installation and we want to see MAJOR IMPROVEMENTS to our cove and to customer service before we approve another rate hike. Three hikes over 10 years, including 18% in 2010 - AFTER this sewage leak - are too much. Also, we have had bad experiences on the telephone with customer service. As ONE example, two separate agents refused to add my wife to the account, informing us that each household could only have one contact. After contacting supervisors, we learned this was wrong and my wife was added. Customer service agents need to get it right the first time. Also, we have had long telephone waits and disconnects which we consider to be unacceptable. Last example - a Gauguin Lane unoccupied lot was leaking an estimated 3800 gallons per day in Aug-Sept 2012 that TCWS was aware of - it took weeks for TCWS to stop the leak which they only fixed AFTER we involved DHEC. This caused erosion issues and the leak continues. I don't favor a rate increase supporting this waste.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

I am against any proposed rate hike, and if I need to make an appearance to stop it, then I will.